



FREQUENTLY ASKED QUESTIONS

What is ACAP?

ACAP is the Army Career and Alumni Program. It is the Army's program for assisting Soldiers separating or retiring from the Army as well as their family members and Army Civilians. ACAP also serves veterans and retirees. ACAP services include transition and employment assistance, training, and counseling.

Am I eligible for ACAP Services?

If you are a Soldier on active duty, have at least 180 days of continuous active service, and are separating within 1 year or retiring within two years, you are eligible for services. If you are an Army veteran who left active duty within the past 180 days or an Army retiree, you are also eligible.

Is ACAP mandatory?

Parts of ACAP are, but the requirements depend on your situation. By law, all Soldiers leaving active duty, whether Active or Reserve Component, must attend a preseparation counseling session and complete a DD Form 2648 or 2648-1. Soldiers being processed for possible medical separation also have to attend a Transition Assistance Program (TAP) Employment Workshop and participate in Veterans Administration briefings. A key to a successful transition is to start early and take advantage of the entire program.

Where can I get ACAP services?

ACAP Centers are located on most major Army installations. Soldiers who are not located near an ACAP Center can receive ACAP services via the ACAP Remote Services Program. You can find out where and how to receive services and start the ball rolling by logging into the ACAP Express website at <https://www.acapexpress.army.mil>.

What is ACAP Express?

ACAP Express is an easy way to register for and schedule ACAP services from quarters or the workplace. ACAP Express gives you easy on-line access to ACAP.

ACAP Express also gives you access to valuable tutorials on important job search topics and allows you to use a resume writer designed specifically for Soldiers.

Can I do everything on line?

No. While ACAP Express gives you the ability to register for and schedule services, it does not allow you to fulfill your mandatory ACAP requirements. Express makes the process of getting ACAP services easier and provides access to valuable tools, but you will still have to go to an ACAP Center or participate in the Remote Services Program.

What is the difference between ACAP Express and ACAP Remote Services Program?

The Remote Services Program was designed to give Soldiers who are not stationed close to an ACAP Center the opportunity to receive ACAP services without traveling to an ACAP Center. The Program uses DVDs and workbooks, and telephonic/email counseling to help Soldiers prepare for their separation or retirement. ACAP Express can assist all Soldiers, but will only schedule appointments for ACAP Services if they are stationed close to an ACAP Center.

Who can use the ACAP Remote Services Program?

Only Soldiers with a duty station that is more than 50 miles from an ACAP Center are eligible to use the Program. Soldiers deployed in support of operations in Iraq and Afghanistan are not eligible for the Program but can still receive support from the ACAP Center at their permanent duty station via phone and email.

How do I get started on ACAP Express?

Beginning on 28 Feb 08, you can start the ACAP process by registering at ACAP Express. You can also contact your nearest ACAP Center. Contact information can be found on ACAP Express at <https://www.acapexpress.army.mil> or on the ACAP On-Line website at www.acap.army.mil.

Will I do this on my own time, or can I do this during work?

Typically Soldiers have had to utilize ACAP services during duty hours when the ACAP Center is open. Using ACAP Express, you can sign up for services at your leisure, whether from work or from home. Those online services that are available can also be used at either location. As always, the unit mission is a Soldier's priority, and will take precedence over ACAP services.

How do you know ACAP Express will meet my needs and expectations?

ACAP Express was tested with Soldiers for form, ease of use, and functionality. Minor improvements were incorporated as a result of the testing. As the system is utilized and feedback received, additional improvements will be made periodically to enhance user-responsiveness and improve functions. We believe that the ACAP Express initiative will reinforce the value of the program to assist our Soldiers and families that have served honorably in their decision to rejoin their communities and the competitive workplace.